

ORGANIZATION OF ICT DEVELOPMENT PROCESSES IN UZBEKISTAN

Abdullaev Sharof Abdugafforovich

Termez State University,

Teacher of the Department of Information Technology.

ANNOTATION

The article discusses the issues of effective organization of ICT development processes in Uzbekistan. Scientifically based proposals and conclusions were also developed to further improve this situation.

Keywords: ICT, computer technology

INTRODUCTION

Having knowingly determined that the introduction and development of ICT in many spheres of life is that necessary element that simplifies and accelerates many processes related to society, power and business, both among themselves and within, it is important to highlight the main guidelines, based on which, you can track the direction of development of ICT. Among them, we can conditionally distinguish:

improvement of the legal framework;

interaction of business and population with government authorities;

educational aspect - training of specialists;

ICT market.

IMPROVEMENT OF THE LEGAL FRAMEWORK

It should be noted that most of the normative acts are directly or indirectly related to each other, creating a picture of mutual complementarity and structuring. At the same time, it is important to indicate the legislative framework that is the flagship of the regulation of certain areas of ICT development.

Thus, the Law of the Republic of Uzbekistan "On Electronic Government", adopted on December 9, 2015 under the number 3PV-395, defines the main tasks facing the state in matters of interaction with business and society. In fact, the law provides mechanisms for the introduction of innovative technologies through:

creation of communication channels between business and government authorities - electronic document flow in the processes of providing statistical reporting, customs clearance, issuing licenses, permits, certificates, as well as receiving information from government agencies;

expanding business opportunities for using e-commerce systems, making purchases through electronic platforms, introducing automated accounting systems, monitoring and paying for utilities, developing non-cash electronic payment systems, etc;

creation of channels of communication with the population - introduction of the "One window" principle, virtual receptions and other platforms for social communications;

the formation of databases of state bodies within the framework of the functions assigned to them, for example, the Unified portal of interactive government services and the Unified register of electronic government services.

Another important part of this document is to ensure the effectiveness, efficiency and transparency of the activities of the state bodies themselves, as well as to strengthen their responsibility and executive discipline. In addition, as part of the implementation of the e-government development program, databases of legal entities and individuals, vehicles, a register of reference books and classifiers and an interdepartmental integration platform (75 systems and resources) have been created.

In addition to this law, in the decree of the President of the Republic of Uzbekistan "On measures to further improve the project management system in the field of information and communication technologies" No. PP-3245 dated August 29, 2017, it is planned to create a single integrator for the creation and support of state information systems, whose tasks will be enter:

- Ensuring the development, implementation and integration of information systems, resources and software products in the "Electronic government" system and information technologies in the sectors of the economy;
- Implementation of comprehensive measures to improve the quality of the provision of electronic government services to the population and business entities;
- Assistance to the development of the domestic market of information and communication technologies and software products;
- introduction of information systems and networks of interdepartmental electronic interaction and information exchange between government bodies and other organizations.

On the example of the above normative acts, it can be seen that the state has fully assumed responsibility and initiative for the active implementation of ICT in all spheres of society. But, on the other hand, the question arises, is the business itself ready to go "digital" in an environment where conservatism constantly asks questions about costs?

INTERACTION OF POPULATION AND BUSINESS WITH AUTHORITIES

One of the breakthrough steps in the development of dialogue between the state and the population was the launch of the well-known virtual reception room of the President of the Republic of Uzbekistan. Today it makes no sense to describe the efficiency, quality of work and the benefits that this project has brought in integrating high technologies into the field of social communications. Here, another thing is more important - the functionality of the created system - reception, accumulation, classification and systematization of incoming requests, as well as monitoring and control over them

complete, timely and quality review. At the virtual reception, there is also a Unified Call Center, which accepts oral requests around the clock.

Thus, a two-channel platform for receiving and processing requests was created, through which more than 1.2 million calls have passed, of which 557 thousand were received through the Unified Call Center.

Another direction in the development of this kind of communications was the introduction of so-called "proactive" services and services that inform citizens about the possible services they need based on information from databases and information systems (for example, about the need to replace a passport by age, about paying taxes and other fees, etc. etc.).

Continuing the theme of development of services, it is important to note the launched in May 2017

year a new version of the Single portal of interactive public services, which offers 20 types of services for the population and business entities. In particular, due to the optimization of business registration services, as well as taking into account the launch of the system of State registration of business entities (www.birdarcha.uz), the business registration procedure has been reduced from 8 to 2 stages, while the duration of this process has reached 30 minutes. As a result, to date, 4297 individual entrepreneurs and 2623 legal entities have been registered in electronic form.

A separate feature of the creation of such communication services is the minimization of the risks of the negative influence of the human factor on the speed of acceptance, processing and analysis of requests and, which is important, the adequacy and correctness of the decision made on the appeal. The presence of an element of control over the quality execution of the decision motivates the responsible person to self-discipline and professionalism. Another important aspect is the "availability" of representatives of the authorities, on whose orders the fate of a particular issue depends. Thus, not only the technical side of the issue was implemented - the acceleration and optimization of the communication process, the very relationship between the citizen and the state reached a new level.

EDUCATION

It is obvious that the issue of availability and quality of personnel working in the ICT field is the most important one. Moreover, we are not even talking so much about the operation of any equipment or the use of any technologies, but about the quality of the country's scientific and educational potential. Of course, it is good to introduce and use information and communication technologies, but who will create these very technologies?

So, in order to further develop in the country the production of domestic software products that meet international standards, on the basis of the Decree of the President of the Republic of Uzbekistan "On measures to radically improve conditions for the development of the information technology industry in the Republic of Uzbekistan" No. UP-5099 dated June 30, 2017, the Innovative center to support the development and implementation of information technologies named after Mirzo Ulugbek. ICT companies can become members of the center, moreover, regardless of their territorial location, which is supposed to give an additional incentive to the development of ICT in the regions. These enterprises were provided with a number of benefits and preferences for exemption from all types of taxes and mandatory contributions.

As part of the development of the Innovation Center, it is planned to take measures to increase the export of software products in the next 5 years by 10 times, as well as to bring the share of the information technology sector in the country's GDP to 4%.

In addition, it is planned to organize the activities of a specialized school for in-depth study of the elective course of information and communication technologies named after Muhammad al-Khorezmiy. This school will be the first step in the process of obtaining continuous education - from "school bench" to training in specialized universities.

On the one hand, this suggests that the state, possessing the greatest administrative resources, plays the proper role of the flagship of ICT development. But on the other hand, world experience shows that ICT is primarily the prerogative of business, and not only in the use of technologies, but in terms of their production and sale. In this regard, a natural trend in the near future should be the adoption from the state of the vector of initiation and development of competitive communication technologies by business with the aim of using them, including for commercial purposes.

LIST OF USED LITERATURE

1. Decree of the President of the Republic of Uzbekistan Sh.M.Mirziyoev dated February 7, 2017 No PF-4947 "On the Action Strategy for further development of the Republic of Uzbekistan"
2. Data of the State Statistics Committee
3. Decree of the President of the Republic of Uzbekistan Sh.M.Mirziyoev dated October 9, 2017 No PF-5199 "On measures to radically improve the system of protection of the rights and legitimate interests of farmers, dehqan farms and landowners, the efficient use of agricultural land"
4. Decree of the President of the Republic of Uzbekistan dated March 4, 2015 "On measures to ensure the restructuring, modernization and diversification of production in 2015-2019."